

3/14/2019

890 32ND AVE APT 4
APT 4
SAN FRANCISCO, CA 94121-3546

Account Number: 8155200512113889

12 MONTH TERM CUSTOMER AGREEMENT

Dear DEBRA NICHOLSON,

The Offer ("Offer") you have selected and accepted is described in the order confirmation (the "Order Confirmation") that has been sent to you by email and also is available in My Account on xfinity.com. The Offer is subject to (i) the terms and conditions of this agreement ("Agreement"), (ii) the Comcast Agreement for Residential Services that is available online at <https://www.xfinity.com/corporate/customers/policies/subscriberagreement>, (iii) the Order Confirmation, and (iv) if the Offer includes Xfinity Home, the Residential Alarm Installation and Services Agreement you enter into during installation of your Service(s). The Offer, Comcast Agreement for Residential Services, Order Confirmation, and Residential Alarm Installation and Services Agreement, where applicable, are incorporated into this Agreement by this reference. Service(s) may include, but are not limited to, cable television and other video delivery service, Xfinity Internet service, Xfinity Voice service, Xfinity Home, and other such services as Comcast may determine are ancillary to TV, Internet, Voice, and Home Services (each a "Service" and collectively the "Services"). The Service(s) provided under this Agreement do not include Xfinity Mobile Services or Comcast owned or controlled websites which have their own terms of service and policies that are accessible from those sites.

Terms and Conditions:

A. Cancellation

1. You have 30 days to cancel this Agreement without penalty. The 30-day cancellation period begins on the date of installation if Comcast installs or activates your Service, or on the date your Service is activated (but in no event less than 5 days after equipment is shipped to you) if you install Service with a Self-Installation Kit.
2. If you wish to cancel this Agreement, please call Comcast at 1-800-XFINITY or visit an Xfinity store near you, which you can find at <https://www.xfinity.com/support/service-center-locations>.
3. If you cancel this Agreement within the 30-day cancellation period, no early termination fee will be charged.
4. If you cancel this Agreement but retain any Comcast Services, you will lose the benefit of any discounts or Service prices associated with this Agreement and will be subject to other prices and terms, but will not be subject to an early termination fee. If you cancel this

Agreement and all Comcast Services, you will be subject to an early termination fee. Xfinity Mobile is not considered a Comcast Service for purposes of this Agreement.

5. If you cancel any of your Comcast Services, you must return all applicable equipment provided by Comcast and the failure to do so may result in additional fees being charged.

B. Services and Charges

1. You will receive the Services listed in the Offer at the price(s) and subject to the conditions indicated in the Offer and as identified in the Order Confirmation. Other Services included in the Order Confirmation that are not part of the Offer are subject to the prices and terms for those Services as indicated in the Order Confirmation. Comcast may rearrange, delete, add to or otherwise change programming or features or offerings contained in its Services.

2. Charges for the following are in addition to the Offer price and can change during and after the term of this Agreement:

- Equipment
- Installation
- Taxes and government charges
- Broadcast TV Fee (currently up to \$10.00 per month) and Regional Sports Fee (currently up to \$8.25 per month) if Xfinity TV is included
- Regulatory recovery fees and other applicable charges (e.g. per-call or international charges) if Xfinity Voice is included
- Other Services not specifically included in the Offer (including without limitation, pay per view, additional outlet services, premiums and non-recurring charges).

3. After the term of this Agreement, Comcast's then applicable charges for Services and Equipment will apply.

C. Early Termination Fee

1. Subject to Section A above, you will be charged an early termination fee if you disconnect your Xfinity TV, Xfinity Internet, Xfinity Voice, and Xfinity Home Services during the term of this Agreement. The amount of the early termination fee declines each month of the Agreement. The fee starts at \$110.00 beginning the month after the 30-day cancellation period and decreases by \$10.00 in each subsequent month. If your residence is in Illinois and your Offer includes Xfinity TV, your early termination fee begins the second month after the 30-day cancellation period in compliance with state law.

2. If you cancel your Services because you move your residence to a location within a Comcast serviceable area and you reconnect to Xfinity TV, Xfinity Internet, Xfinity Voice, or Xfinity Home Service within 90 days of your Service disconnection at your current address, the amount of the early termination fee will be waived or credited. To receive the waiver or credit, please call Comcast at 1-800-XFINITY.

3. If you cancel Service because you move your residence to a location outside of a Comcast serviceable area, you will be charged the early termination fee for the remaining term of the Agreement.

Thank you for choosing Xfinity. Please call us if you have any questions.

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